

## iEXCHANGE® Helpful Hints

### General Issues

- iEXCHANGE® is not available for use the third Sunday of each month;
- If you are using a pop-up blocker, it could prevent you from being able to view extended iEXCHANGE® comments when using the Treatment Search feature. Please consider this when configuring your pop-up blocker or consider disabling your pop-up blocker altogether while using iEXCHANGE®;
- **Time-Out** (inactivity on a page)-iEXCHANGE® is set to time out at 30 minutes. **This means that if a page change has not occurred within 30 minutes, the system will automatically log you off and you will lose any information typed.** While entering clinical information, when you get close to the 30 minutes, you may click on the button Next Step once you have finished the demographics, and the page will change. Scroll down toward the bottom of the page and finish entering your clinical information in the appropriate boxes. Clicking on Preview Changes will reset the timer for another 30 minutes, allowing for additional time to submit and verify the information entered is correct. Then click on Submit.
- **Do not utilize the ‘back’ button at any time in iEXCHANGE. You will lose the information typed in iEXCHANGE.**
- Cases must be started and completed in one session. A case cannot be started by one department and finished by another department.

### User Accounts

- Record your User ID and password and store in a safe place;
- There should be at least one additional user who is granted administrator privileges as a backup to the initial user account that was received when your iEXCHANGE® group was set up.
- There is no limit to the number of user accounts a provider can create.

### Data Entry Tips

- Use the TAB key on the keyboard (instead of the Enter key) to move from one field to another;
- Expand the drop-down lists such as the Diagnosis List by holding down the ALT key and then using the up and down arrow keys;

- You can also type the first letter of the diagnosis you would like to select. Repeatedly pressing the same letter key will scroll through each diagnosis that starts with that letter;
- Errors are displayed in red;
- You can't add a member unless you have already "searched" for the member;
- Invalid characters/symbols which cannot be used in the iEXCHANGE® Notes field are: | ^ ~ [ ] { };
- Use only an English language keyboard for iEXCHANGE® entry. Characters from other languages such as ñ will be accepted by iEXCHANGE®, however these characters cause errors when KePRO attempts to review the case. This will slow our response to your request;
- When adding attending physicians in iEXCHANGE® Administration, if you do not have a physician's Medicaid or if the physician's ID is reported as not being on file when you move to the preview screen, use 999999999 (nine 9's) in place of a valid MCO Provider ID and enter the name of the attending physician in the iEXCHANGE® Notes field.

### **Printing pages for your records**

- You can print any of the Web page screens you view or enter information on by clicking the Print button on your browser. The printed pages can then be retained with your records.

### **Security**

- To enhance patient privacy, MEDecision recommends that each organization set the iEXCHANGE® Web user's PC screen saver to a wait period of 2-3 minutes of inactivity, and to set the screen saver as Password protected. Select Start/Settings/Control Panel/Display/Screen Saver to modify these settings. If a user leaves his or her PC for more than 2 or 3 minutes, the screen saver activates and, upon returning to work, the user must re-enter the correct network User ID and password;
- iEXCHANGE® Web times out users, and requires users to re-enter their username and password after the screen saver appears, adding further security to each user's desktop environment. This provides the ability to automatically logoff after a designated time period;
- iEXCHANGE® Web uses a third party Netegrity product called "Siteminder";
- Siteminder authenticates the User based on User ID, iEXCHANGE® ID and password for each user;
- Siteminder gives the user the ability to change their password. Password expiration – Users must change their password every 90 days;

- Delegated security management – Siteminder supports the ability to designate an administrative user who can add new users, modify their passwords and reactivate inactive user accounts;
- As data collected in iEXCHANGE® Web is transmitted, it is encrypted using Secure Socket Layer and 128-bit encryption;
- Our applications service provider is Sungard, which provides a 24 X 7 secure infrastructure.